



**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

**State Consumer and Family Advisory Committee**

Advocacy and Customer Service Section

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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Michael Moseley, Director  
Carl Britton-Watkins, Chairperson

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**SCFAC Code of Conduct**

◆ **Value and Purpose for Meeting**

Members should attend each meeting unless absence is unavoidable.

If unable to attend, notify staff liaison.

The group should follow the agenda.

Discussion should focus on one topic at a time.

◆ **Value Time**

Meetings should begin and end on time.

Members should be concise in their input.

Members should be prepared for each meeting.

The group should keep discussion relevant to the issue being discussed.

◆ **Promote Team Feeling**

The group should encourage participation and creative ideas.

The group should solicit input from all members—a few should not be allowed to dominate the meeting.

All ideas should be considered.

◆ **Demonstrate Respect for All Participants**

The ideas and viewpoints of all members should be valued.

Individual agendas should be put aside.

One person speaks at a time as recognized by the Chair - avoid side conversations.

All members should “actively” listen.

Put phones on vibrate.

◆ **Create Harmonious Atmosphere**

Profanity and outbursts should be avoided.

Members should be positive and constructive in interactions and feedback.

Hostile humor should be avoided.

◆ **Ensure Closure and Strive for Consensus**

Action items should be defined.

Assignment of responsibility for action items and the establishment of timelines should occur.

Follow-up on items should occur.

No anonymous information will be addressed at meetings.



